



## Frequently-Asked Questions about the Enterprise Infrastructure and Personnel Assessment

1. **What is the Enterprise Infrastructure and Personnel (EIP) Assessment?** This assessment is a legislatively-mandated “comprehensive study of the impact of transferring all state agency employees delivering information technology services to the department of administrative services and of the impact of physically merging” the three data centers--Information Technology Enterprise (ITE), Department of Transportation (DOT) and Iowa Workforce Development (IWD)--into one data center. “The study shall include an assessment of advantages and disadvantages, economies of scale, cost, and space availability, and shall solicit input from outside vendors, both public and private. The department shall report to the legislature with the department's findings and recommendations.”<sup>1</sup>
2. **What information is being collected?** The ITE has defined the information request to cover a description of all of the information technology (IT) components of an agency, including all staff and their duties. ITE will use a web-based questionnaire/form to gather information from all three branches of state government describing each agency’s IT hardware, software, and personnel. The questionnaire includes two parts:
  - (1) A hardware/software inventory asks agencies to describe servers, desktop PCs, printers, network devices, mainframe equipment and network devices, such as switches, hubs, and routers.
  - (2) The IT component spreadsheet asks agencies to describe personnel, functional requirements, critical business function as well as policies, regulations, laws, or other requirements that guide service delivery. Budgetary information, facilities requirements, disaster recovery capabilities, and business continuity plans are also requested.
3. **How is the term “IT personnel” defined for purposes of the assessment?** IT personnel are defined to be those staff who install and maintain IT hardware, software or networks; perform systems analysis and programming functions; perform computer operator duties, such as mainframe or printer operator; or other similar functions. IT personnel include those employees who maintain word processing and spreadsheet software, but not those who are end users. Staff with part-time IT duties should be included in order to provide a comprehensive view of services within each agency.

4. **Within the agency, who is to complete the questionnaire?** The CIO or designated staff person of a respondent agency will supply the requested information by updating or completing forms in the questionnaire.
5. **How will agency information be protected?** Each agency will designate one or two key staff to sign on to the database and update information. Each agency will be able to view its data only. No confidential information will be included in the report released to the legislature, including certain information designated as private by the CIO Council, as that report is a public document
6. **Once the information has been collected, how will the analysis portion of the study be handled?** Upon legislative approval of funding for the study, an independent consultant will be selected through a Request for Proposal (RFP) process. The consultant will be required to protect confidentiality of agency data as agency policies require. Information already collected for previous studies will be used as much as possible, although agency updates may be requested.
7. **What is the project timeline?** The agency information will be collected during the fall of 2003. The consultant's final report is due to the ITE by September 1, 2004. The ITE will present the report to the legislature by November 1, 2004.
8. **What agencies are excluded from the assessment?** The Board of Regents and the institutions operated under their authority are excluded.
9. **What is the CIO Council's role in the assessment?** A working group of the CIO council will meet on August 27, with a follow up planned after the August 28 CIO Council meeting. Mollie Anderson and John Gillispie will attend the August 28 meeting.
10. **What is AFSCME's role in the assessment?** DAS Director Mollie Anderson and ITE Chief Operating Officer John Gillispie will provide information about the study to union representatives and other key stakeholder groups on an ongoing basis, including Governor Vilsack.
11. **What ITE staff are assigned to this project?** Project manager is Wes Hunsberger, 281-6993. The project team includes Steve Harris, Bruce Hupke, Cheri Kenworthy, Scott Krolak with Russ Rozinek, Tom Shepherd serving as project resources.

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<sup>1</sup> Quoted sections taken from the DAS Bill, Section 290.